Scenario

After uninstalling fix pack, the below error occurs during extraction.

Failed to perform KTT extraction on document xxx-xxx-xxx-xxx-xxx:
Kofax.CEBPM.CPUServer.Common.CPUServerException: Error from ExtractionProcess.exe: BeforeRecognizing: Unable to cast COM object of type 'System.__ComObject' to interface type 'Kofax.Memphis.Forms.IMpsPageRecogProfile'. This operation failed because the QueryInterface call on the COM component for the interface with IID '{5A855C32-6956-4A2F-B372-32E3C5EE651E}' failed due to the following error: No such interface supported (Exception from HRESULT: 0x80004002 (E_NOINTERFACE)).

This issue was found when uninstalling fix pack v7.4.1.6 to v7.4.1.0. However, the solution might be relevant to the same error occurring on other version.

Solution

The solution is to repair only Transformation Server for your target version. In my scenario we will repair the v7.4.1.0 TS.

1. Go to the v7.4.1 install files.
3. Choose the option to Repair as shown below.